



**Today's Date:** September 16, 2020

**Job Listing:** Human Resources Administrative Assistant: Ottumwa, Iowa

**Summary:** Provides administrative and clerical support to the HR Director. Performs all defined services and other related duties in accordance with the mission of River Hills Community Health Center.

**Essential Functions:**

1. Answer and respond to telephone calls with professionalism and in a timely manner.
2. Maintain a professional work area/office.
3. Receives, records, and files documents pertaining to Human Resources. Maintains accurate and current human resources files. Responsible for compliance with relevant legal and regulatory requirements.
4. Be an active participant in staff meetings.
5. Performs administrative and word processing duties.
6. Provide support to the HR Director.
7. Assist with the completion of monthly HR Reports.
8. Assist with new employee orientation.
9. Administer enrollments, changes and termination of employees in benefits plans. E.g. health insurance, dental insurance, short term disability, long term disability, flex, HSA, COBRA, open enrollment, etc.
10. Assist with the administration of Family Medical Leave Act (FMLA) and Short Term Disability (STD) claims.
11. Administer enrollment/disenrollment of licensed practitioners in the National Practitioner Data Bank (NPDB).
12. Administer employment verifications in the National Health Service Corps (NHSC) portal.
13. Obtains, compiles, maintains and tracks current and accurate data needed for the credentialing and privileging process for all providers. Ensures timely renewals of Licensed Independent Practitioners and Other Licensed or Certified Practitioners.
14. Administer and track licenses, certifications and registrations expiration dates. Coordinate with employees for collection of updated documentation.

15. Track completion of six month and annual employee performance evaluations. Provide monthly reports to supervisors and board of directors.
16. Complete request for employment verifications.
17. Serves as administrator for HealthStream training system. Customizes and assigns training modules as designated by training plan.
18. Assists in development and implementation of Human Resource policies and procedures; assists in maintenance and updates of the employment policies.
19. Supports a service-oriented atmosphere in accordance with RHCHC Mission and Philosophy.
20. Follows policies and procedures.
21. Develops and maintains own competence.
22. Maintains a safe working environment and practices safe working habits.
23. Ensure that HIPAA Notice of Privacy Practices Notice is on display, if applicable.
24. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.
25. Other duties as assigned.

#### **ESSENTIAL FUNCTIONS / KEY COMPETENCIES**

1. Demonstrate a high level of skill at building relationships and customer service.
2. Demonstrate appropriate interpersonal skills in managing difficult situations.
3. Demonstrate high degree of knowledge and competency in employment and benefits administration.
4. Demonstrate a high level of problem solving skill to better serve employees.
5. Strong attention to detail and accuracy.
6. Ability to utilize computers for data entry and information retrieval.
7. Excellent verbal and written communication skills.
8. Ability to implement, and evaluate operational and administrative processes.
9. Supportive of the service-oriented atmosphere as stated in the River Hills CHC Mission and Philosophy Statements.
10. Follows River Hills CHC policies and procedures.
11. Maintains a safe working environment and practices safe working habits.

#### **Qualifications:**

#### **Education:**

1. Two year Administrative Assistant/Associates of Arts degree or Bachelor's Degree in Human Resources, Business or related field preferred.
2. Minimum 2-year experience with employee benefits administration.

#### **Knowledge, Skills and Abilities:**

1. Intermediate language, intermediate math, intermediate reasoning ability.

2. Personal computer, MS Office Suite.
3. Ability to interact with diverse groups of people.
4. Ability to prioritize and process information quickly and accurately.
5. Ability to maintain confidential information.
6. Requires the ability to work without direct supervision. The work is in a field where only general methods or policies are defined.
7. Requires the ability to exercise strong judgment and to determine the need to escalate issues or concerns within the HR Department.

This job description is intended to describe the general nature and level of work performed by the individual assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time.

**Hours:** Nine hour days Monday – Thursday and 4 hours on Friday.

**Supervisor:** HR Director.

**Deadline:** Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at [recruiting@riverhillshealth.org](mailto:recruiting@riverhillshealth.org)